

JRTC and Fort Polk COVID-19 FAQ

Mission Readiness

- 1) Are the JRTC rotations still going ahead as scheduled? How will screening take place? Will civilian role players get screened as well prior to going in the box? Are we going to waste kits on people just so they can train?**
 - The April JRTC rotation is cancelled and will be pushed to FY21. A decision has not been made in regards to the May rotation. In the event a rotation does occur at Fort Polk, all participants, to include Soldiers and role players, will be assessed and screened to ensure that they were not exposed to COVID-19 or appear symptomatic.
- 2) Will the RTU be limited to North Fort or will they be all over the PX and cantonment area as usual?**
 - The April JRTC rotation is cancelled and will be pushed to FY21. In the event a future rotation occurs while Fort Polk is under a heightened HPCON, restrictions will be in place restricting the RTU to North Fort Polk.
- 3) Sir, can we expect airborne operations to continue or will they be canceled or postponed? Is West Point going to be canceled or postponed?**
 - Next week's airborne operations are cancelled due to the elevated HPCON. A decision has not been made in regards to the West Point mission. A risk assessment will be conducted on all future missions as the date of execution approaches. As soon as a postponement or cancellation is determined, unit leaders will be notified. Please stay in touch with your chain of command as conditions change.

Soldier Welfare

- 4) What if someone catches the virus while we're out in the field?**
 - Unit formations have established procedures within their formation that allows them to ensure unit readiness while also exercising social distancing. If a Soldier does test positive for COVID-19, and it is determined by the trace team that he caught it while in the field, appropriate measures will be taken and quarantines will be in place for the unit. However, this is a preventable exposure. Soldiers must communicate with their Chain of Command if they feel that they have been exposed, or if they have a battle buddy/ family member that could have been exposed. All JRTC Soldiers, DA Civilians and Family members are encouraged and expected to follow the below listed guidance.
 1. If you are sick, stay home.
 2. If you feel you have COVID-19 symptoms, stay home, call the nurse advice line and notify your chain of command.
 3. If you think you have been exposed to COVID-19 and develop a fever and respiratory illness, such as cough or difficulty breathing call the Nurse Advice Hotline (1-800) TRICARE immediately and notify chain of command.

4. If you have been in contact with someone who is now 14 day isolation, stay home, call the Nurse Advice Hotline, and notify your chain of command.
- 5) If one of your Soldiers has it, and are doing PT with other Soldiers it is going to spread it. How about doing PT remotely?**
- Soldiers were encouraged to continue PT in small groups. However, effective 25 March 2020, PT will now be at the individual level. Units will discuss preventive measures with Soldiers as they practice social distancing at the platoon level.
- 6) How will you keep Soldiers healthy & away from exposure while still sending them to work?**
- All Soldiers are aware and encouraged to exercise social distancing while at work, during PT, and after hours. This includes maintaining 6 feet of distance between you and another person. Engagements that require large groups, are limited, or conducted via alternate communication modes such as teleconference or VTC. Also all Soldiers are advised to avoid shaking hands, hugging others, and touching their face. Good hygiene and frequent hand washing are other safety precautions. Those who have more high risk professions, have the proper PPE that will aide in reducing the spread of the virus.
- 7) How about Soldiers that have dependents with compromised immune systems? If the Soldier has family members with compromised immune systems are they going to be made to continue working? If a Soldier is high risk or lives with high risk family members what plan is in place to mitigate exposure for the Soldier who is still working?**
- We recommend that you first discuss your concerns with your healthcare provider. If they determine that your Soldier may be at higher risk of contracting COVID-19, your Soldier can work with his/ or her Chain of Command to explore options. Social distancing can be practiced in your household as well. Reduce close contact with others, and do not share your personal items. If you think you have been exposed to COVID-19, call the Nurse Advice Hotline (1-800) TRICARE.

PCS/ ETS/ Travel

- 8) How will this affect retirement?**
- Soldiers retiring from Fort Polk can continue to proceed. The DoD Movement restriction does not affect retirement/ETS or transition leave.
- 9) How does this effect those who were about to PCS and their household goods were packed and taken? What about the Soldiers who are currently out-processing and are supposed to final out this week? What about Soldiers who are on PCS leave from another duty station to be stationed at Fort Polk?**
- Every situation is unique; however, all movement is on hold until HQDA approves movement again. Out-processing Soldiers who have cleared housing will be authorized to stay in a hotel using their GTCC. Out-processing Soldiers who have not cleared housing will be able to remain in their home and utilize the ACS lending closet. Soldiers on PCS leave who have not arrived to FPLA will need to contact the closest Military Installation (MEPS, Recruiting, Regular Army Unit, National or Reserve Unit).

10) How about leave? I have a court order to go spend time with my child? Or what about other appointments like I have an appointment in Houston with my lawyer to sign legal papers for a lawsuit.

- Unit Commanders will deny leave requests for Soldiers traveling outside a 50 mile radius with few exceptions. Units may grant leave requests for Soldiers requesting emergency leave or specific "life events" essential for the Soldiers' welfare and morale, and Red Cross messages. Check with your Chain of Command to see if your legal appointments qualify you for an exception to policy. Your travel plans and final destination will be taken into account and adjusted if necessary to avoid the likelihood of contact with COVID-19. Your unit must also consider appropriate actions upon the Soldier(s) return to the unit following leave to prevent the possible spread of COVID-19. The CG is the final approval authority prior to departure of the SM.

11) I am traveling April 29th to see my boyfriend. Any thoughts on how it will go?

- If you are traveling away from Fort Polk IAW OPORD 20-086 all travel outside of the 50 mile radius is restricted for Soldiers. DA Civilians, Contractors and Family members are strongly encouraged to follow the guidelines outlined in this order. (1) Upon your return to Fort Polk, dependent on your potential exposure to an individual who is presumptive positive or positive for COVID-19, or travel through a high risk area, you may be given a quarantine order in consultation with medical personnel. (2) If you are traveling to Fort Polk, based on the current HPCON level, you will still be able to get onto the Installation; however, if you are coming from a known high risk area, you may be instructed to self-quarantine.

12) For Airmen stationed on Ft Polk, how will guidance from our wing leadership translate to support at JRTC. PCS's, leave, etc? What about the National Guard living on post. Does this travel ban affect me as far as if an activation were to take place?

- Please contact your Chain of Command and they will provide this information.

13) Will the DFAC be closing?

- The DFAC is not closing. However, effective dinner meal 19 March, the Patriot Warrior Restaurant and Geronimo Restaurant will be take out only in support of "social distance" guidance.

COVID-19 Testing

14) COL Dugai can you explain the limited testing and why it's happening for those that do not understand why not everyone needs to be tested, and some are just screened? How about making tests mandatory instead of doing it if you think they have symptoms? Seems more the correct way to do business

- Medical providers are screening and testing patients according to CDC protocols. There are limited testing supplies nationwide, and BJACH is wanting to ensure that they are good custodians of limited resources. Therefore, only high risk patients that display assessed signs and symptoms with possible exposure to COVID-19 are being tested at this time.

15) I went to BJACH last week with a fever and flu symptoms and wasn't even tested for the flu. Are they starting to test?

- BJACH does have the testing kits available, and is testing those who are at high risk and appear symptomatic.

16) Will we have drive-through testing for the Coronavirus available on post?

- 32D Hospital Center established a drive through COVID-19 screening for JRTC and Fort Polk Soldiers, Families, and Civilians. This operation will run from 21 MAR until further notice from 0900-1500 IOT alleviate the workload of BJACH and surrounding medical infrastructure, and minimize the transmission of potential COVID-19 cases on Fort Polk and surrounding areas. The screening site is located off of Texas Avenue, and directional signs are posted.

17) How will we know if there is a case within 100 miles if there are no tests? What is the plan of action for when there is a positive COVID 19 test result on base? Will training still continue as normal at that time even though Soldiers will be knowingly exposed to the virus?

- The State of Louisiana provides a daily update with the number and location of confirmed cases as well as the number of deaths in the state. If a case is confirmed on the installation, there will be transparency. The Commanding General, along with local, regional, and state officials, will make a joint statement to the community. Health Providers will provide guidance, and a trace and clean team will be employed to determine who the individual came into contact with, and to reduce further contamination. Training to ensure mission readiness will continue, as it is now; however, it will focus more at the squad level and below to reduce the chances of exposure.

18) Is BJACH prepared for the possible outbreak on Fort Polk? Do they believe they have an adequate number of respirators/ ventilators/ masks? Is the nursing staff being taken care of and given the proper PPE? Will BJACH have to send ventilator patients to outside hospitals as they have in the past?

- Yes, BJACH is prepared. At this time there are plenty of respirators and ventilators. All proper protocol is being followed to ensure the safety of all personnel. There are currently no plans of having to send patients to outside hospitals for treatment.

19) Define what locations the "hot spots" are.

- The hot spots are the areas where we see the most cases. The areas considered hot spots can change as we see an increase in positive cases.

20) I How many tests does BJACH have left? I was told today that they only have around 50 test kits left?!

- The number of kits changes daily. Kits are continuously provided to BJACH from our lab partners.

21) How many people can the hospital support when the virus inevitably takes over the base?

- BJACH is in communication with local and State Representatives as well as Army Medical Command about our capabilities and capacities.

22) Based on what the hospital representative just stated about isolation. Does that mean that all of the people in Ft Polk in isolation have tested positive for the virus?

- No isolation does not mean they are positive, it means that they are symptomatic and have been tested. It currently takes 5-7 days to receive results.

23) I heard if I get quarantined on base I will not be allowed to return home but will be stuck on base for 14 days.

- If you are quarantined, you will be instructed to return to your residence for 14 days, whether that is off base or on base.

Routine Medical

24) My son is home recuperating from surgery in Texas. He has a check up next Monday. Will he have trouble getting back on base for the Appt?

- Based on the current HPCON, your son will still be able to get onto the Installation. If your son is an SM, he will need to report to his Chain of Command for additional guidance, so that they can assess his mode of travel, and whether or not he was at risk. He could be directed to self-quarantine. If your son is a family member coming from a high risk area, he may also be instructed to self-quarantine.

25) Who should we contact about who would and would not be allowed to accompany me to an appointment?

- In support of The Louisiana Department of Health (LDH) to ensure public health and safety, Bayne-Jones Army Community Hospital (BJACH) prohibits all non-essential visitors until April 10, 2020, unless otherwise extended by written notice from LDH. Essential visitors may include family/ parent/ guardian/ or responsible party.

26) So when your child or spouse are sick, or cannot be seen for another condition they have due to the strain at the clinics, will you be just as indifferent? Do you know what is happening in Italy and France? They have more sick people than they have beds. Please think things thoroughly.

- All JRTC and Fort Polk leaders are extremely concerned about the escalation of this pandemic. Protective measures are in place for the safety and well-being of the community, their family members, and medical providers. JRTC and Fort Polk continues to take a very measured and methodical approach as the situation evolves to reduce the strain on the Fort Polk community, and limit exposure of the virus. All decisions are well coordinated with FORSCOM and in coordination with other installations.

27) Will BJACH remain open the entire time - some of us receive our monthly medications from the pharmacy? And if not what will the plan be? Are there alternate pharmacy pick up options since the script center is down for maintenance to assist with social distancing?

- Effective 23 March 2020 the BJACH pharmacy will operate a drive through operation in an effort to keep the Hospital clean through social distancing.

28) Can family members that are non-military visiting use BJACH if necessary? If needed in emergency can Non-Tricare insurance use BJACH?

- All Military Treatment Facilities are for Tricare beneficiaries. We assess and treat any emergency cases of non-Tricare patients that present to our facility. Those authorized to utilize Military Medical Treatment Facilities will continue to be able to be seen at BJACH for urgent and emergent cases. The reason for this is to protect you, your family, and the providers. For non-urgent cases please call the TRICARE Nurse Advice Line at 1-800-874-2273.

29) If we have a medical necessity outside the 100 mile radius such as MD Anderson in Houston for cancer treatment, will we be able to travel?

- First, please verify with your physician that your medical appointment will remain as scheduled. If your appointment is still a go, you will need to request an exception to policy to travel outside of the 50 mile radius through your Chain of Command. Your travel plans and final destination are taken into account and adjusted if necessary to avoid the likelihood of your contact with COVID-19. The unit must also consider appropriate actions upon your return to the unit following leave to prevent the possible spread of COVID-19. The CG is the final approval authority prior to departure of the SM.

30) Will tele-health calls that are scheduled for specific times start happening on time?

- We are trying our best to accommodate everyone's needs and requirements with telephone calls and virtual health appointments. Please be patient as our providers are trying to provide the best care in these unusual times.

Installation Access

31) Is post being to be closed to people coming on and off? Do you foresee post shutting down?

- At this time the post is not shut down or restricted. However, this can change depending on the HPCON level.

32) Will there be restrictions for visitors at the gates? Can the welcome center still be utilized by civilians to get in?

- As the HPCON level rises, there may be additional gate restrictions put into place. Visitors are still allowed to come onto base at this time. However, we ask that the community be good stewards, take precautions, and ensure that your visitor is healthy prior to you inviting them into your home.

33) With only one ID card being scanned to get on post what is being done to keep unwarranted people on post?

- All Access Control Points have shifted from our MPs/DES Guards physically taking your Government ID Card to a system termed "Trusted Traveler." Now drivers with a Government issued ID card will scan their ID card at the scanning pedestal mounted on the

driver's side of each ACP lane and await the system to determine access. Other members in the vehicle will not scan their ID Cards – these individuals are now the responsibility of the driver – they must meet all entry criteria. Individuals that do not meet criteria for immediate entry will process through the Visitors Center. Our MPs/DES Guards retain the authority to halt a vehicle that presents threat concerns. JRTC and Fort Polk Command team is aware of and accepts this known risk in the trusted traveler program in the midst of current world situations

34) In regards to gate closures... if gate 7 is closed to people other than JRTC rotations, will you consider keeping gate 6 open on weekends for soldiers and spouses to get on post that live in north fort area?

- The DES will open another ACP, if ACP 7 is closed in order to allow access for privately owned vehicles on a 24 hours basis. Currently ACP 6 is designated due to its proximity to ACP 7. However, please keep in mind that the installation is constantly evaluating its response to COVID-19, so this could change at higher HPCON's. Rest assured that the installation will facilitate access for all of its residents in the safest manner possible.

35) If we have family here already visiting before the first restrictions were put out....should they leave post to avoid being stuck here?

- Currently visiting family members are not restricted to the installation and would be allowed to leave. However, they may not be allowed to return if the installation is moved to a higher HPCON.

Housing

36) Mold is a big problem on base. If the community centers are closed how can families get air filters to protect their families from this rampant issue? What about roach and pest control? This is an important question.

- Please call your neighborhood center or utilize your Corvias App to submit a work order for HVAC filters. The Corvias team will deliver filters to your door for residents to change out. As a reminder, all HVAC filters should be changed monthly. In regards to pest control, please call your neighborhood center or utilize your Corvias App to submit a work order for emergency pest control. The Corvias team will schedule an appointment with you that is acceptable.

37) Lawn care is a thing? Wouldn't know from the jungle in my backyard.

- Corvias lawn care operations is ongoing in all housing areas. Lawn care will increase as areas dry out from the spring rains that we have received. As a reminder, please ensure your yards are free of toys, debris and pet waste.

38) Sir, is the laundromat going to remain open?

- Yes, the Corvias laundromats are open in the Community Centers. Both AAFES locations are open 24 hours. Cleaning and sanitation frequency has been increased to reduce potential contamination.

Commissary/ AAFES

39) Any plans to limit the first hour in commissary to high risk personnel?

- Fort Polk leaders, in conjunction with DeCA HQs, continue to assess the demand at the commissary. At this time the only restrictions in place are the quantity of items that a person may purchase at a time. There are no restrictions on who can shop at the commissary or when.

40) As a pregnant soldier in their 3rd trimester will there be continuous food and other supplies for us at the commissary?

- DECA is working closely with our industry manufacturers, suppliers, and distributors to support the needs of consumers at Fort Polk and ensure that sufficient products are available to support the installations needs and demands.

41) There needs to be a commissary restriction to prevent "panic buyers" at the commissary? Is it possible to enforce 100% that people do not take 20 packs of toilet paper, disinfectant and sanitizer? So other people have the chance to actually get some?

- Please know that we are working hard to keep the shelves stocked, and we're trying to recover our stores as quickly as possible to support the communities. In that regard, on 14 March, store directors worldwide were instructed to use their discretion in placing the shopping limits necessary to help maintain stock availability. Any shopping limits or restrictions will not contravene guidance provided by JRTC and Fort Polk Commanding General. As of 19 MAR 2020, a purchasing limit is now placed on certain items. For the latest updates, please visit the JRTC and Fort Polk Facebook page at <https://www.facebook.com/JRTCandFortPolk> and Fort Polk Family MWR at <https://www.facebook.com/fortpolkmwr>

42) Will the Class 6 be fully stocked? Is the Class 6 going to be closed?

- Supply and demand are being impacted significantly by increased consumer purchasing and "panic buying" due to COVID-19. Providing the products that are in high demand and meeting the immediate needs of Exchange customers is one of our highest priorities. Liquor and tobacco are among those items that are experiencing shortages because of the current crisis; however, AAFES is working closely with suppliers to get back in stock and remain in stock.
- The Class Six is currently open with the following schedule: MON-SAT 10 AM –6 PM; SUN 10 AM –5 PM.

43) When will the commissary have WIC items for us?

- The commissary is able to take WIC items with the new system. However, WIC items are currently in high demand, and may not be available on a continuous basis. We are working with our suppliers to rapidly replenish our supplies due to the increased demand.

44) I'm confused with the limit of the meat in the commissary... is it 3 per meat per person or is it 3 meat in general per person?

- You may purchase (3) of each meat item that is listed.

Childcare/ Schools

45) Are parents able to pay per day for the CDC and SAS? What about the children that are still waiting for spots to open up at CYS and you are dual? We can't just send them to family members outside the state. That's putting them at risk as well.

- CDC and SAS remains available for previously enrolled patrons. No new enrollments are being taken at this time, unless the parent has proof from their Chain of Command that they are mission essential. At this time CYS is not able to adjust fees per day. However, if a parent wants to pull a child from care for the protection of the family because of the COVID19 pandemic then fees for unattended time can be removed.

46) What is the plan for dual working couples and child care?

- CYS remains open for care in order to ensure that our Soldiers, first responders, medical professionals, and mission essential employees have childcare available so that they can continue performing their duties that are key to installation readiness. The Garrison Commander with the Army Public Health Command are monitoring the facilities and the evolving situation. If you are uncomfortable sending your child to CYS facilities, you are welcome to temporarily withdraw them without any penalty.

47) How is CYS still open and keeping 6ft social distance?

- CYS remains open for care in order to ensure that our Soldiers, first responders, medical professionals, and mission essential employees have childcare available so that they can continue performing their duties that are key to installation readiness. Safety precautions are being employed at all open facilities. Tables at SAC and cots at the CDC are 6 feet apart, family style dining practices are eliminated and all meals are now prepared by adults, and outdoor activity is increased to allow the children to spread out more. Unless the CYS facility has a confirmed case of COVID-19 from a child or provider, there are no special precautions needed; however, enhanced (more frequent) cleaning, sanitizing, and disinfecting practices are being employed. The Garrison Commander with the Army Public Health Command are monitoring the facilities and the evolving situation. If you are uncomfortable sending your child to CYS facilities, you are welcome to temporarily withdraw them without any penalty

48) Parkway Elementary sent a note to parents stating that resource packets will be available for the children during the Hot Lunch pickup hours. What about those who do not have the capability of traveling to the school?

- The Fort Polk School Liaison Officer is working with the schools to obtain a copy of the packets. If you wish for a copy, please contact her at 337-531-6673. These will also be posted on the JRTC and Fort Polk webpage.

49) Will school supplies need to be purchased for the online education program Vernon Parish is preparing to implement starting Monday of next week?

- Neither VPSB nor BPSB has implemented a structured online education program at this time. If a parent needs school supplies to submit an assignment they can contact their school principal. Starting Monday 23 March 2020 schools will be open from 0730-1330 for administration staff.

DA Civilian/ Contractor Concerns

50) Are government civilians and contractors going to be sent home or will we be able to continue to come to work?

- Government civilians and contractors are encouraged to telework to the maximum extent possible while ensuring the continuity of Fort Polk's mission essential functions. Mission essential functions are those functions in support of COVID-19 operations and the life, health and safety of personnel and the installation. Leaders will determine which functions and personnel are essential based on the tasks necessary to ensure continuity of operations or tasks considered essential to the mission outlined by the CG. Non-mission essential functions include but are not limited to field training exercises, group or unit physical training, or other training directed at satisfying unit tactical requirements. Non-mission essential personnel are those personnel not required for the continued operation of mission essential functions as directed by their leaders. Mission essential Civilian employees will continue to perform duties as instructed by their supervisor, whether at their place of duty or by telework. Leaders ensure all possible mitigation measures are enforced. Non-mission essential Civilian employees who are not telework eligible, are to be placed on weather and safety leave and are prohibited from entering their place of duty until notified otherwise.

51) Will telework be allowed? What will happens to employees pay? The employees who may be forced to stay home, non-mission essential personnel.

- All telework eligible employees should be placed on telework. Civilian personnel may telework even when a child or dependent requiring supervision is present at the alternative worksite. DoD granted a temporary waiver of policy until December 31, 2020, to allow employees to telework in this situation. For non-telework eligible employees, supervisors may grant weather and safety leave to employees who (1) are at higher risk as identified by the CDC and are not telework-eligible; or (2) due to a condition that prevents the employee or group of employees from safely traveling to or performing work at an approved location.

52) DA civilians are a small part of the staff at Polk. What about contractors? What about PRIDE Industries?

- Each contract on Fort Polk is unique. Government Contractors should take guidance from their employer, who will take guidance from the Contracting Officer. Safety is a top priority for all personnel during this crisis, to include contractors.

53) Will the same conversations be held for DA Civilians and contractors who have been out of the area and are returning to Fort Polk to determine the risk and actions that should be taken? How are those conversations to be initiated for contractors?

- Supervisors continue to use normal leave procedures. Supervisors do have the liberty to cancel or deny leave to a civilian who is traveling outside the local commuting area based on mission requirements. If it is determined that you were potentially exposed to an individual who is presumptive positive or positive for COVID-19, or travel through a high risk area, you may be given a quarantine order in consultation with medical personnel. For individuals who reside off-post, you may be barred from the installation. Contractors should take guidance from their employer, who will take guidance from the Contracting Officer.

54) List of essential and non-essential personnel?

- All Directors and Commanders have been provided a list of Essential and Non-Essential employees. Please contact your Chain of Command with any questions.

55) What if Louisiana does a mandatory lockdown and Fort Polk doesn't can essential still come to work or stay home?

- The state of Louisiana is currently under a "Stay at Home Order" to assist in the reduction of the spread of potential infection. Installation activities are restricted in accordance with the Governors guidance, with only mission essential functions in support of COVID-19 operations, and life/ health/ safety missions continuing. Mission essential personnel required to sustain the operational mission will continue to perform their duties as directed. Non-mission essential personnel will telework.

56) So if a contractor doesn't reduce staff and someone there gets sick and then all of them get sick and it closes the area down, will Soldiers be staffing those areas?

- The Program Managers of all of Fort Polk's service contracts are encouraged to work with the Contracting Officer to determine ways that manning can be reduced and telework implemented, while ensuring that the terms of the contract are carried out. There are many legal requirements. Essential functions must remain open, and essential personnel will be required to be operational. The contractor is responsible for developing a work plan to ensure that coverage remains.

Morale and Welfare

57) What hiking trails?

- Fort Polk has various hiking trails across the installation. There is the (1) North Fort/ South Fort Trail - 4.0 miles, (2) North Fort Housing Trail - 2.5 miles, (3) Marion Bonner Botanical Trail - 0.7 miles, (4) Golf Course Trail - 2.2 miles, (5) 3400 Block Track - 1/4 mile, and (6) Honor Field - 1.0 miles. For more information on available MWR activities and locations you can visit <https://polk.armymwr.com/>. The trail map is now posted.

58) Why would you encourage families to go playgrounds? That's the exact opposite of social distancing.

- Playgrounds on Fort Polk will remain open. It is important to get fresh air, while continuing to practice social distancing. If a family chooses to utilize the public facilities, you are encouraged to wipe down equipment before and after use. Throw used tissue/ wipes in the trash can. Refrain from touching your face. Wash your hands when you are done playing outside. If you are sick, please be socially responsible, remain home, and seek medical care.

**59) Is there a way to help sanitize all the gas pump handles, ATM buttons, red boxes, etc ? .
Actions like this can prevent spread of many other germs as well.**

- If you must utilize this equipment, you are encouraged to wipe down before and after use. Throw used tissue/ wipes in the trash can. Refrain from touching your face. Wash your hands when you are done.

60) Is the Firestone location in the Mini Mall now being closed?

- Firestone is currently open MON –SAT 10 AM –6 PM

61) Is the vet on post staying open?

- The Vet Clinic is open Mon-Fri from 9 a.m. to 3 p.m. and closed on Thursdays. The clinic offers refills on prescriptions, registration services, and very limited case-by-case appointments. There will be a screening process at the door prior to entering the clinic. If you have questions call (337) 531-1322. Overnight Emergency Services are available at Crossroads Animal Hospital in Alexandria, LA from 5:30 p.m. to 7:30 a.m. Monday through Friday and 24 hours per day over the weekend. Phone number is (318) 427-1292.

62) Silly question but what about the baseball season? Are they cancelling it or postponing it? If so will they issue refunds or credits?

- As of now the season is postponed. Refunds or credits will be provided if you choose to withdraw your child, or will no longer be at Fort Polk if the season resumes. Please contact Fort Polk Parent Central Services at 337-531-1955.

63) The tax center was completing my taxes this morning when it closed, what does this mean for my taxes?

- The tax center remains open for remote/digital processing and filing of taxes. Tax clients may call into the office at 337-531-1040, at which time they are given instructions on emailing/submitting their documentation. The tax preparer will prepare the return and send it to the client. If the client can print and sign and return the tax return via email, the tax return will be electronically filed. If they cannot, the tax return will be held until such time as the restrictions put into place are lifted and/or relaxed. The client can then come in and sign the return, and it will be electronically filed. The federal government, and many states, to include Louisiana, have extended the time to file taxes and the Legal Assistance Office will be available to answer any tax questions and file taxes throughout the year.

64) Also, will there be any help for families or individuals in need? Whether it be lack of financing or an inability to find resources.

- Soldiers and Families affected by COVID-19 can receive AER assistance at Fort Polk's Army Emergency Relief Office, located in the main Army Community Service building (Building 920) at 1951 Bell Richard Avenue. For questions regarding assistance, call the installation's AER Office at (337) 531-1957/1958 from Monday through Friday (0800-1630). For after-hour and weekend assistance, call the American Cross Hero Care Center at (877) 272-7337. If you require additional guidance during non-business hours, please contact an AER HQ caseworker through the Army Operations Center at (703) 697-0218. If you need AER assistance and are quarantined due to COVID-19:
 1. Inform Company Commander/First Sergeant of valid financial need.
 2. Electronically forward AER application and supporting documentation to unit COC.
 3. After the review, electronically forward the necessary documents to the local AER section for evaluation.

Community Support

65) Can Medical students volunteer at BJACH to help during this time of need? Will BJACH be recruiting or compiling a list of retired RNs for call back if needed? I am a retired VA hospital nurse and would gladly put my name on that list to help if there's a staffing need.

- Unfortunately no. Volunteers and all non-essential personnel are limited at this time to align with the CDC, DOD, State and local guidance. We appreciate the offer to assist with nursing support. Please give your name and contact to the Red Cross office so we can have a contact name and number